Service:	**Citrix Access Service**

Service Line: Data Center Services

Status: In Production

General Description: The Citrix/PeopleSoft environment provides state agencies with the ability to access the PeopleSoft 7 Financials and the Human Resource Management System (HRMS) applications without having to maintain the three-tier client themselves. The Citrix component allows the PeopleSoft client to run on the Data Center servers and only transmit the screen image to the local user. A new secure gateway and Web-based login provide for encrypted network traffic and easy access to the application environment.

Service Level Targets: The Citrix environment was designed with a target uptime of +99%

Availability:
- The Citrix environment is available 24 hours a day, 365 days a year.
- The service is offered to state agencies
- The service is available statewide

Limitations: This environment is provided in support of the PeopleSoft 7 Financials and HRMS applications.

Prerequisites: Agencies can connect from the State Network or over the Internet. Users must have Microsoft Internet Explorer 6.0 or later and install the ICA (Independent Computing Architecture) Web client available from the login site at http://fsgta.state.ga.us .

Pricing / Charges:
- The monthly rate for fiscal year 2006 and 2007 is $101.80 per site.
- The monthly rate for fiscal year 2008 budgeting is $101.80 per site.

Service Components or Product Features Included in Base Price:
- Encrypted access to sensitive financial and human resource information
- Microsoft Excel for data manipulation and processing
- Local printer support
- Ability to save data queries to the local hard drive
- Backup services, performance monitoring, capacity planning, hardware maintenance, operating system support, and connectivity assistance

Options Available for an Additional Charge: N/A

Service Components or Product Features Not Included: Access to applications other than PeopleSoft 7 Financials or HRMS.

What GTA Provides: GTA provides the servers, operating system and staff to support the required infrastructure.

What the Customer Provides: Customer must provide a local workstation capable of running Internet Explorer (IE) 6.0 and the local staff to maintain the workstation.

Service Support: The GTA Command Center is the focal point for problem reporting and tracking, at (404) 656-7378 or by e-mail at **CommandCenter@gta.ga.gov**. ServiceCenter software is used to open and track trouble tickets. Command Center staff are responsible for routing the ticket to the appropriate resource for resolution. If the problem requires it, customer staff may have access to GTA system support staff. The servers are monitored 24 hours a day, 365 days a year. Hardware maintenance is provided with a four-hour response window

Service Issue Escalation: There is an escalation procedure to ensure trouble reports are tracked and elevated to higher levels of management when necessary.

Benefits / Advantages:
- Individual agencies are relieved of the burden of maintaining a local server running the PeopleSoft Client.
- Centralized management ensures that updates are available to all users.

How to Start this Service: Contact the GTA Office of Solutions Marketing gtasolutionsmrktg@gta.ga.gov or (404) 651-6964, to be directed to your GTA Account Manager.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions: N/A